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January 14, 2009

Mr. Patrick B. Kennedy
Area Case Director
Department of Education
Federal Student Aid, School Participation Team – Dallas
1999 Bryan Street, Suite 1410
Dallas, Texas 75201-6817

RE: Response to Incident Report, OPE ID No. 03372300

Dear Mr. Kennedy:

I am the President of Northwest Vista College (NVC), one of the Alamo Community Colleges, and I am writing in response to your correspondence dated November 4, 2008, regarding the above-referenced Incident Report. As you indicated in your letter, Alamo Community College District prepares a consolidated annual security report for all of the accredited colleges in the district. Consequently, NVC's statistics are contained in the consolidated report.

Your letter identified the following categories in which the Alamo Community College District report had deficiencies relating to the NVC campus:

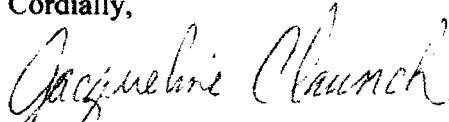
1. Access and Maintenance of Campus Facilities; and
2. Crime Categories.

Please be advised that the Alamo Community College District consolidated report has been appropriately revised. Additionally, as per your request, enclosed please find the following documents:

1. Policy for access and maintenance of campus facilities that specifically addresses NVC's unique campus circumstances; and
2. Revised crime statistics in the required crime categories and geographic locations, as well as supporting documentation for the crime statistics.

I trust that the enclosures herein cure all deficiencies noted in your letter. If you need additional information relating to NVC, please feel free to contact me. Thank you, in advance, for your time and consideration with this matter.

Cordially,



Jacqueline Claunch
President, Northwest Vista College

Enclosures

cc: Dr. Bruce H. Leslie, Chancellor, Alamo Community Colleges (w/encl.)

ACCESS AND MAINTENANCE OF NVC CAMPUS FACILITIES

ACCESS

Custodians are responsible for opening all building entrance doors for operational days and hours and for securing the building entrance doors at closing—except for two newly completed buildings that have automatic locking mechanisms that are controlled by DPS at District Offices. Generally, the buildings are opened at 7 a.m. and closed at 10 p.m. each day.

College faculty are responsible for opening and closing their respective classrooms and faculty offices, and custodians and DPS are responsible for verifying that all classroom spaces are secured at the end of each day.

DPS personnel shall be responsible for opening and securing the buildings, when requested in writing for special activities, events, and other functions scheduled after duty hours and on weekends.

Key holders are responsible for the security of the key and to insure that the key is with them to avoid being “locked-out” of their room.

- A. Working spaces within buildings shall be classified into one of four categories: 1) classroom; 2) laboratory; 3) office; and 4) restricted.¹ Spaces not specifically named above such as mechanical rooms, janitor closets, storage rooms, telecommunications rooms, etc., shall be classified the same as office space.
- B. A space may be classified as a RESTRICTED space only upon written approval of the college president. A listing of restricted space will be maintained by the College President’s office with a copy provided to the District locksmith and the campus DPS office. The listing shall include location, room number, and responsible individual.
- C. A person without a key and needing access to a particular room should first contact the department chairperson or the college facilities coordinator to open the door. The college ACCESS PROCEDURE for opening locked doors shall adhere to the following Door Opening Policy:

<u>Type of Space</u>	<u>Contact (in order)</u>
Classroom	Anyone with a key to the door
Office	1. Individual issued the key 2. Dept. Chairperson / Director 3. Facilities Coordinator 4. Campus DPS
Laboratory	1. Individual issued the key 2. Dept. Chairperson / Director 3. Facilities Coordinator 4. Campus DPS

¹ Alamo Community College District does not have any on- or off-campus housing.

Restricted

1. Individual issued the key
2. College President / Deputy Chancellor

Department Chairpersons or Directors shall be responsible for making the necessary arrangements for those without keys.

- A. After normal operating hours and on weekends, access to buildings shall be restricted to the maximum extent possible, consistent with academic requirements. Opening of doors during these periods shall be in accordance with the ACCESS PROCEDURE. The standard chain-of-supervisions should be used whenever possible.
- B. Calling the DPS shall be considered only in an emergency situation. DPS shall maintain a record of all requests to them to open doors.
- C. NVC has building construction and renovation underway on the campus. This will continue until 2010. These construction areas are completely secured with chain link fence. Staff, faculty and students are restricted from entering these areas.

MAINTENANCE

Maintenance Hotline: Requests for maintenance and repair services may be made by telephone to the Maintenance Work Control Technician on the Hotline.

- A. An emergency (utility failure, failure of a fire protection system; heating/cooling, or security alarm system, certain fire or safety hazards, etc.) will be responded to immediately. If the request is urgent (fire, health, or safety hazards not qualifying as an emergency) Maintenance will strive to complete the request within five working days.
- B. Routine requests will normally be completed in 30 days if supplies are in stock. The individual submitting the request for service will be provided the work order number for purposes of tracking and will refer to that number for any follow-up action required.

College Facilities Superintendent or designee will review the work to be completed and approve or disapprove the work order.

- A. The Facilities Superintendent will certify the availability of funds for minor construction work and appoint a Facilities Coordinator to be point-of-contact for the college with the Facilities Department.
- B. The Facilities Superintendent will contact the Vice President for College Services with concerns relating to work orders.

Deans, Directors, and Department Chairpersons will also limit requests for new work, alterations, and modifications by submitting only those requests required to support assigned missions.

NVC has no specific building/facility that does not fit into the above general statement.